



## **Technology Use Policy**

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<b>Prepared By:</b>	<b>Information Technology Dustin Stalcup, IT Director</b>
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## **I. Scope and Ownership**

This policy applies to all Cherokee County technology systems (hardware, software, voice/data networks, user accounts, and associated processes/services) owned, leased, or otherwise operated by Cherokee County. The scope of the policy also includes all personnel who have access to Cherokee County systems (employed by the County or not).

Systems containing Cherokee County data which are hosted by third parties outside of the Cherokee County network, and the personnel with access to those systems are also subject to this policy.

All technology resources defined in this section, along with all information transmitted by, received from, and stored upon said systems are considered to be possessed by, and/or the property of Cherokee County.

## **II. Policy violation**

When a policy violation occurs, aside from disciplinary actions specified under County policy, system access may be revoked in whole or in part if deemed to be in the interest of Cherokee County system security and/or availability.

## **III. Personal Use**

Cherokee County systems are intended for business use. Any personal use must adhere to the following:

- must not violate applicable laws or regulations
- must not violate contractual agreements or intellectual property rights
- must not violate Cherokee County personnel policies
- must not incur security risks to the County
- must not incur any additional cost to the County
- must not interfere with work duties
- must not be used for personal gain
- must not be used for solicitation

## **IV. Monitoring and Privacy**

Cherokee County Information Technology Department has the right to monitor, audit, and/or inspect any and all aspects of the County's electronic technology resources without advance notice to any users. Failure to monitor in any specific situation does not constitute a waiver of the County's right to monitor.

Personnel within the scope of this policy are advised that they have no privacy rights and that there is no reasonable expectation of privacy when using County systems.

## **A. Monitoring, Auditing, and Inspection Activities**

At the written request of a department director for one of their respective employees, or upon authorization by the County Manager the Information Technology Director or designee has the authority to monitor and/or inspect any Cherokee County systems without notice to users.

For security, network, and computer systems maintenance purposes, authorized individuals within the Cherokee County's Information Technology Department may monitor equipment, systems, data and network traffic at any time.

For remote assistance help desk purposes, authorized individuals within the Cherokee County's Information Technology Department may connect through remote access software to equipment, systems, data and network traffic at any time.

## **B. Privacy expectations**

The County does not guarantee the confidentiality of user information stored on any network, computer, or communications device belonging to Cherokee County.

Cherokee County's users should be aware that the data they create on County technology or communications systems remains the property of Cherokee County and is not private (unless the data is protected by privacy or confidentiality laws).

Information that is stored on or transmitted to or from County systems may be subject to disclosure pursuant to the North Carolina Public Records Law.

# **V. Security**

Cherokee County system security must be maintained at all times. Users must take all reasonable precautions, including but not limited to: safeguarding passwords, maintaining reasonable physical security around the Cherokee County equipment, and locking or logging off unattended workstations.

A user who is actively logged on to a Cherokee County system is responsible for any activity that occurs whether or not they are present.

## **A. Administrative Privileges**

For security reasons, administrator-level network, server, and PC access, is limited to Information Technology support staff and/or their designees. Administrator privileges will not be extended to users in order for software to operate – software vendors are responsible for providing software that will operate without administrator privileges.

Adjustments to security on certain directories of the computer systems may be approved in certain instances at the written request of a department and acknowledgement of the Information Technology support staff. The goal is to

accomplish the needs of the user while logging the install for reference while not comprising the integrity of the network. \*

## **B. Passwords and User System Access**

Cherokee County Information Technology Department is responsible for creation, assignment, and deletion of all user accounts for Cherokee County systems. The level of access to the network, servers, applications, and personal computers will be administered by the Information Technology Department based upon the job tasks for the individual user as agreed upon with the department head.

Users are responsible for protecting their passwords and access to assigned accounts (network, systems, applications, etc.) at all times.

## **C. Physical Security**

Shared Cherokee County systems (network, servers, systems, etc.) will be physically secured by the Information Technology Department.

- Access to the server room, disaster recovery site, phone switches, and other key infrastructure is limited with access granted to authorized personnel only.
- Media, such as daily and monthly backups, will be stored in a secure area with access granted to authorized personnel only.

Users are responsible for the physical security of assigned technology resources.

- To the degree possible, technology resources should be protected from theft and/or vandalism, fire and other natural environmental hazards.
- Laptops, cell phones, etc. in vehicles must be stored in a secure location or otherwise out of sight. They may never be left in a vehicle over night.
- Employees should exercise precautions to make sure that their computer hardware is not exposed to dangers related to their specific use, i.e. accidental beverage spills, improper ventilation of air intakes, etc.

## **D. Application Security Standards**

All software applications which manage sensitive or confidential data, whether acquired from a third party or developed internally must adhere to the following security requirements:

- Must support authentication of individual users.
- Must not store or transmit user credentials in a clear text or easily reversible form.
- Must support application scope restriction based on user levels.
- Must support user tracking for critical transaction activity.

## **E. Third Party Access to Cherokee County Systems**

No third party may be allowed access to Cherokee County systems without approval from the Information Technology Department.

## **F. Reporting Violations**

Every department should have procedures in place to monitor compliance with the technology use policies within this document, and to report violations (both by "insiders" such as employees and contractors and "outsiders" such as unauthorized visitors, trespassers and hackers).

It is the responsibility of each technology user to remain diligent in the identification and reporting of technology policy violations. Staff should be aware of their environment and report any suspicious, abnormal or unnatural behavior or events to his or her supervisor and the Information Technology Department.

## **VI. Prohibited Use**

The following is a list of examples of prohibited uses. This is not intended to be a comprehensive and complete list. Other uses not listed here may be deemed as prohibited.

- Any use that violates federal, state, or local law or regulation is expressly prohibited.
- Knowingly or recklessly interfering with the normal operation of computers, peripherals, or networks is prohibited. This includes, but not limited to, the following:
  - Installation of non-approved software applications such as Weather Apps, iTunes, Skype, Smiley Central, etc.
  - All Internet traffic based on the following categories is prohibited.

• Adult/Sexually Explicit	• Alcohol & Tobacco
• Gambling	• Intimate Apparel & Swimwear
• Tasteless & Offensive	• Personals & Dating
• Proxies & Translators	• Ringtones/ Mobile Downloads
• Peer-to-Peer	• Spam URLs
• Hacking	• Intolerance & Hate
• Phishing & Fraud	• Illegal Drugs
• Online Gaming	• Online Chat
• Web Hosting	• Web-Based Downloads
- Connecting unauthorized equipment to the network for any purpose is prohibited unless approved by the Information Technology Department. (Digital Cameras, Webcams, Microphones, Personal Printers, etc.)
- Running or installing unauthorized software on Cherokee County computers is prohibited.
- Copying of any software from Cherokee County computers is prohibited.
- Using Cherokee County network to gain unauthorized access to any computer system is prohibited.

- The use of Cherokee County Systems to access, transmit, store, display, or request obscene, pornographic, erotic, profane, racist, sexist, libelous, or other offensive or abusive material (including messages, images, video, or sound) is prohibited.
- The use of Cherokee County Systems in such a way as to create an intimidating or hostile work environment is prohibited.
- Cherokee County Systems may not be used to solicit for personal gain or for the advancement of a political or religious belief.

## **VII. Remote Access**

Remote access to Cherokee County systems (access to Cherokee County systems from external systems, e.g. via the Internet) consumes technology resources above and beyond those required for local access. The Information Technology Department will review written requests and grant remote access based upon business cases and resources available.

Remote access users are subject to all policies herein.

Additional security requirements may be established for remote access systems by the Information Technology Department. \* GIS Dept. is exempt from this protocol.

## **VIII. Hardware/Software Standards, Procurement, and Installation**

Cherokee County Information Technology Department has the sole responsibility for establishing standards, procuring, maintaining inventory, and installing technology required for County operations. Information Technology is also responsible for engaging and managing relationships with technology vendors.

Employees outside of Information Technology are prohibited from procuring, maintaining, and installing hardware or software for or on Cherokee County networks. \*

## **IX. Technology Support**

Cherokee County Information Technology Department has sole responsibility for technical support to users for all Cherokee County systems. Unless Information Technology has specified otherwise for a particular system, users should always contact Information Technology for all technology-related needs through the help desk portal.

## **X. Electronic Messaging**

Electronic messaging includes, but is not limited to email, instant messages, text messages, blog posts, forum posts, wiki posts, images and audio or video recordings. Electronic messaging may not be used in any way which violates County policy.

### **A. Social Networking**

All social media is prohibited on Cherokee County systems unless approved by the County Manager.

### **B. Internal Broadcast Messages**

Cherokee County employees may not send out broadcast (very wide reaching) messages within the County without County Management approval. Only broadcast messages that are County business related, or a matter of community interest are authorized.

### **C. Public Record and Retention**

Electronic messages may be considered public record and as such are subject to public record retention rules.

## **XI. County Internet Content**

Public Internet content includes but is not limited to the main County public web site and all content therein, other County-owned web sites which lie outside of the main County web site.

Cherokee County public Internet content is the responsibility of Cherokee County Department Heads or their designee. The Web Master and his/her designee(s) may edit and approve web content before publishing it to the County's website.

The Web Master is responsible for establishing and publishing web site standards. All web site content must comply with the Cherokee County web site standards (design, layout, etc.) as approved by the Web Master.

The Web Master must review web application design and layout for adherence to standards before application publication. As web application content is dynamic in nature, review of said content by the web master is not required.

Each department is solely responsible for the accuracy of the content of their respective web site(s) and/or pages.

Links to other websites are restricted to local, state, or federal government sites. Links to non-profit organization sites who provide services directly to Cherokee County government must be approved by the Board of Commissioners. Links to personal websites are not allowed. Information on events will be limited to those directly sponsored by Cherokee County. \*



## **XII. Phone**

Cherokee County provides its staff with telephones for conducting official County business. County phone use should be restricted to official County business purposes, except for emergency and important telephone communications, such as child care needs, medical appointments, and other critical communications. Reasonable, infrequent personal use of the County's telephone systems by employees is permitted, but should not interfere or conflict with official County business use.

Personal long distance telephone calls should not be made, except on an emergency basis. Charges for any personal long distance calls must be reimbursed to the County.

## **XIII. Cell Phones**

It is the policy of Cherokee County to provide cellular telephones to employees for business use when use of such telephones will increase the level of service provided to the County's customers, increase the level of safety for the applicable County employee, reduce cost of providing services, and/or satisfy legal requirements.

Please refer to the Cherokee County cellular telephone policy for detailed information on permitted use and guidelines.

## **XIV. Storage Media Recycling and Disposal**

The purpose of this section is to ensure that all digital media is properly recycled or disposed of for reasons pertinent to data security, software license protection, and in compliance with environmental regulation.

If a hard disk, tape, CD, DVD, ZIP disk, diskette, or other storage device can be re-used, users should erase the existing data from the device and continue to use it, or make it available for someone else to use. If the digital media is unusable, or is no longer needed, it should be sent to the Information Technology Department for destruction. \*

## **XV. Surplus**

The Cherokee County Information Technology Department has sole responsibility for disposition of surplus technology hardware and software. All unassigned, unallocated, or otherwise unneeded equipment or software must be returned to Information Technology.

## **XVI. Receiving Hardware or Software**

Cherokee County departments may receive and utilize computer equipment from the private sector on an individual basis. Receipt of equipment requires approval from the Information Technology Department to ensure that the equipment meets County standards and will not interfere with current County systems.

\* - An \* denotes that Cherokee County GIS Department is exempt from this section.

**IT Director**

**Date**

Dusty Stalcup

06-21-12

**County Manager**

**Date**

[Signature]

6/21/2012